

# TUDOR ROSE LINGERIE

## Terms & Conditions

### Delivery Policy

Postal fee: £5.00 – 48 Hours tracked service (but please allow three to five working days).

Postage fee for EU and outside the EU will be advised on request prior to purchase or in response to an order with an outside the UK delivery address.

Tudor Rose Lingerie will aim to dispatch your order within two working days in case the order is received late in the day to miss that day's postal service.

Should the item be out of stock due to a shop purchase, you will be notified and advised the restocking schedule and delay in dispatch.

Tudor Rose Lingerie shop opening times:

Tuesday 10:00am – 4:00pm

Friday 10:00am – 4:00pm

The online shop for Tudor Rose Lingerie is monitored daily and as a result, all orders would be sent out as soon as physically possible.

The prices on the website are at the recommended retail price at the time of purchase.

### Cancellations/Changes to Order

At present, it's not possible for you to make changes to your order via our website. However, if you realise you have made a mistake, or if you change your mind, please contact us via email [TudorRoseLingerie@gmail.com](mailto:TudorRoseLingerie@gmail.com) or telephone call 077 666 00 334.

You have the right to cancel your order within seven days, just let us know as soon as possible. However, please bear in mind that your order has already been despatched, you will need to return the items to Tudor Rose Lingerie complete with tags and original packaging for a full refund.

### Returns Policy

We hope you are delighted with your purchase from Tudor Royce Lingerie. If you are not 100% happy with your goods, just return them to us for a refund.

Tudor Rose Lingerie will happily refund any unsuitable or faulty items within 28 days of purchase.

Please feel free to remove the items from the packaging to take a look at them and try them on. However, we do ask that you take good care of the goods and return them to us in the condition

in which you received them and with swing tickets attached. We also ask that, in the interest of hygiene, any briefs are tried on over your own clean underwear.

Please return any items either in the original packaging – or with the original packaging enclosed.

European and Rest of World returns postage costs are payable by the customer.

If you wish to order a replacement item, please treat this as a new order.

We advise you to obtain a Proof of Posting Certificate when you return any goods to us. Please keep a record of your tracking number for your records.

Please allow 14 days for your refund to be credited to your account.

Please note original postage is non-refundable.

Under the Distance Selling Regulations, if you buy online or by telephone, your customer rights entitle you to a full refund if you request one in writing within seven working days of receipt. This includes any delivery charges but excludes the products listed as exemptions below.

## Products we're unable to cancel, refund or exchange

Unless faulty, we cannot offer a refund exchange on a bra we have had adjusted, tailored or pocketed especially for you. If you need pockets added to one of our non-pocketed styles, we suggest that you try the item for size first and then return it to us for the pocket(s) to be added once you are happy with the fit.

### **TUDOR ROSE LINGERIE**

Unit 20, Melton Mowbray Market, Off Nottingham Road, Melton Mowbray, Leicestershire LE13 1JY

Tel: 077 666 00 334 Email: [TudorRoseLingerie@gmail.com](mailto:TudorRoseLingerie@gmail.com) Web: [tudorroselingerie.co.uk](http://tudorroselingerie.co.uk)